



UNITED STATES MARINE CORPS
MARINE CORPS LOGISTICS COMMAND
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MEMORANDUM

From: Commanding General, Marine Corps Logistics Command

Subj: PERSONALLY PROCURED MOVES (PPM) CLAIMS BACKLOG

1. Marine Corps Logistics Command is responsible for processing Personally Procured Moves (PPMs), also known as Do-It-Yourself (DITYs) Moves, for the entire Marine Corps. Recently, claims processing has experienced significant delays due to:

a. Information Technology (IT) system changes and unanticipated downtime.

b. Increase in peak season claims resulting from personnel draw down.

c. Recurring challenges with the accuracy and completeness of documentation submitted with PPM claims; these challenges include

(1) Missing information or illegible weight tickets.

(2) Missing or illegible rental contracts.

(3) "Application for DITY Move and Counseling Checklist" (DD Form 2278) not signed by member or counselor.

(4) Missing registrations.

2. Unfortunately, the combination of these factors has more than doubled the processing time needed to expeditiously reimburse Marines filing claims. We are very aware of the impact this increased processing time has on Marines filing claims, and we have implemented measures to return that time back to its normal 30 day period. To date we have:

a. Established an aggressive overtime schedule for all employees within the processing center.

b. Augmented our staff with additional experienced personnel.

c. Established a dedicated customer service cell to communicate with Marines awaiting reimbursement.

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d. Initiated weekly conference calls with DMOs at all major Marine installations to discuss key issues and corrective action associated with claim rejections, with an increased focus on the importance of submitting legible and complete claim packages.

3. We have established an organizational mailbox to enable more efficient electronic claim filing to reduce the number of errors and amount of missing documentation often associated with mail-in claims. The mailbox is SMB LOGCOM P&R TVCB Claims or logcom.tvcbclaims@usmc.mil. Marines filing PPM claims are highly encouraged to consult their local DMO Personal Property Office for assistance and quality control. Ensuring claims are properly submitted and have all the required documentation results in a 7-15 day processing period.

4. In the meantime, we continue to implement efficiency measures that will return our processing time to its normal 30 day period by early December 2014. The current goal is to process 150 claims per day, including re-work, thereby clearing the backlog and resuming normal processing times by early December. During the coming year, we expect the completion of our software transition and the incorporation of seasonal staffing to mitigate future backlogs. I thank you for your patience, and regret any inconvenience caused by any delays in processing your claim. I want you to know we are working every means available to get claims paid as quickly as possible.



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